

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING

April 8, 2008  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Mesa Fire Department, Chair  
Dave Villalobos for Mark Burdick,  
Glendale Fire Department  
Jesse Locksa for Ray Churay, Maricopa County  
Sheriff's Office  
Mike Fusco, Emergency Management, Peoria  
Kevin Riley for Steve Kreis, Phoenix  
Fire Department

Angela Kwan for Robert Demlong,  
Phoenix Police Department  
# Tom Melton for Helen Gandara-Zavala,  
Scottsdale Police Department  
Brenda Buren, Tempe Police Department  
Lawrence Rodriguez, Tolleson Police  
Department

\* Those members neither present nor represented by proxy.

# Attended by telephone conference call.

+ Attended by videoconference call.

OTHERS PRESENT

Valerie Day, MAG  
Mike Benjamin, MR 9-1-1  
Dave Eaton, MR 9-1-1  
Mary Franklin, MR 9-1-1  
Liz Graeber, MR 9-1-1 Administrator

Barbara Jaeger, Arizona Department of  
Administration  
Nathan Pryor, MAG  
Tom Remes, Phoenix  
Vicki Scott, Peoria  
Brent Stoddard, Mesa

1. Call to Order

The meeting was called to order by Chairman Harry Beck, Chief, Mesa Fire Department, at 1:35 p.m.

2. Call to the Audience

An opportunity is provided to the public to address the 9-1-1 Oversight Team on items that are not on the agenda that are within the jurisdiction of MAG, or non-action agenda items that are on the agenda for discussion or information only. Citizens will be requested not to exceed a three minute time period for their comments. A total of 15 minutes will be provided for the Call to the Audience agenda item, unless the Oversight Team requests an exception to this limit. Opportunities for comment on items posted for action are provided at the time the item is heard. Chairman Beck noted that no public comment cards had been turned in.

3. Approval of the February 28, 2008 Meeting Minutes

Upon a motion by Mr. Fusco and a second by Mr. Rodriguez, the minutes of the February 28, 2008 meeting were approved.

6. Status Report from the State

This agenda item was taken out of order.

Barbara Jaeger, from the State 9-1-1 Office, provided a report on the current state of 9-1-1 funding and the state's contingency plan for future budget shortfalls. Ms. Jaeger handed out a copy of the report of the emergency telecommunications fund expenditure plans that went to the Joint Legislative Budget Committee (JLBC) at the beginning of the fiscal year. She noted that the document shows the available cash revenue. Ms. Jaeger noted that the reserve fund is currently at approximately \$50 million. She reviewed the quarterly revenue projections and noted that this year the budget exceeds the expenditures. Ms. Jaeger noted that projects are not being completed due to delays at the local level.

Ms. Jaeger stated that the revenue is sufficient to cover expenditures until 2012. She noted that the estimates are based on changeouts at the PSAPs every four to five years. They do not wait to change out the equipment until it is broken. Ms. Jaeger stated that Pima and Maricopa regions are very detail-oriented on what equipment will be needed, but some of the other areas are not, and this requires budget amendments. Ms. Jaeger stated that they will be implementing a quarterly amendment process, not as they are received.

Ms. Jaeger explained in the event of a shortfall of funds, the administrative code identifies a formula of how much local communities will fund. She added that she did not foresee a shortfall happening. Ms. Jaeger commented that there was no PSAP in need, and they have always received the equipment they requested. She then spoke about the expense that will be incurred by the next generation 9-1-1. Ms. Jaeger stated that Arizona is the lowest state in the nation for allocating funds to 9-1-1. She commented that for the state to continue to provide 9-1-1 service will require a movement to increase the tax. Ms. Jaeger added that she did not have an estimate for what it will cost to implement the next generation 9-1-1. She also pointed out the 40 percent reduction in revenue impacts the amount that goes for administrative costs.

Chair Beck asked Ms. Jaeger to confirm that the 9-1-1 fund was sound financially until 2012. Ms. Jaeger replied that was correct; there were funds available to complete all of the projects on the books. Chair Beck asked if funds were available to implement Phase 1 and Phase 2 statewide. Ms. Jaeger replied that there was sufficient funding and it was earmarked for that purpose.

Chair Beck asked if there was a better way to help other 9-1-1 offices in the state to better assess their needs which would result in a better forecast. Ms. Jaeger stated that budgets are done far out and costs have increased. She also noted that some communities are constrained budget-wise at the local level. Ms. Jaeger stated that she thought the biggest issue was the annual revenue, not the annual budget.

Chair Beck asked about the \$15 million that was swept from the 9-1-1 fund being returned. Ms. Jaeger replied that she did not think the ADOA had made any recommendations on this. She stated that the GAO requires a reporting when funds are withdrawn for reasons other than emergency telecommunications. Ms. Jaeger stated that the funds were taken over two years. She indicated that she thought the last one passed because no one knew it was included in the legislation.

Chair Beck asked about an assessment of the impact. Ms. Jaeger commented that the issue is now how much do you want to bring to light. They tried to encumber funds this year, but then came in below budget. Ms. Jaeger stated that they are working on changes to the administrative code. Chair Beck asked Ms. Jaeger if she was aware of plans for a strategic state 9-1-1 plan. Ms. Jaeger stated that the US Department of Transportation has a 9-1-1 office embedded, and they are required to do a state 9-1-1 plan. Ms. Jaeger commented that one of their biggest obstacles is that agency staff are assigned to fulfill the job duties of 9-1-1 administrator in other state 9-1-1 offices. She added that they are not dedicated staff and are unfamiliar with the job. Ms. Jaeger stated that legislation requires that only wireless costs be reported, not wireline. She stated that this was not her recommendation and she tried to oppose it. Ms. Jaeger said wireless is the most costly, but because of the way it is reported, costs cannot be split out anymore. Ms. Jaeger noted that members could contact her and she would address any questions they might have on the JLBC report she provided.

4. CENS Informational Video

Nathan Pryor, MAG Senior Policy Planner, updated members on the video being produced that will inform the public of the benefits of the Community Emergency Notification System (CENS) program by showing its success stories. He stated that the MAG Communications Division has been working on developing the video, which was requested at the last Oversight Team meeting. Mr. Pryor added that staff is projecting that the video will be complete in mid- to late-May 2008. He stated that Assistant Chief Harms from the City of Phoenix was interviewed and the Phoenix Call Center filmed. Mr. Pryor stated that MAG is arranging additional interviews for the video.

Mr. Pryor noted that there was great media exposure on CENS funding to make the Legislature aware of the situation.

Chair Beck asked the strategy for distributing the video. Mr. Pryor replied that the principal mode of release will be the municipal channels. He added that the video could also be recorded on DVDs for distribution once complete. Chair Beck extended his appreciation that work was proceeding on the video. He noted the Oversight Team had mentioned at several meetings that a concerted effort was needed to inform the public about the CENS program, and the video will be helpful in achieving this. Chair Beck also expressed his appreciation to the Intergovernmental Representatives, Public Information Officers, and Kelly Taft and the MAG Communications Division for their efforts. He added that their support helps get the word out.

5. Update on Funding Issues

Liz Graeber, 9-1-1 Administrator, provided an update will be provided on recent activities regarding the funding issues of the MAG 9-1-1 System and the CENS program. Ms. Graeber stated that House Bill 2381 would increase the amount allocated to administrative costs from three to five percent. She stated that the bill will be heard in the Public Safety and Human Services Committee on April 10, 2008, at 9:00 a.m.

Ms. Graeber said that 9-1-1 and CENS funding issues were discussed by the Regional Council and they supported to exploring with the Legislature increasing the administrative cost from three to eight percent and to encourage the Legislature to provide a permanent funding source to continue CENS. She said that an amendment to the bill was drafted, and was since withdrawn, because the Arizona

Department of Administration has agreed to pay the cost of the CENS program up to \$610,000 in FY 2009. Ms. Graeber noted that the letter from ADOA acknowledging this was at each place.

Ms. Graeber stated that the working group is meeting on April 14, 2008 to review the Request for Proposals (RFP) to provide service for the CENS program. Ms. Graeber noted that the RFP will be through the City of Phoenix process, and it is going to be noted in the RFP that there is no permanent funding for the program. She advised that the current provider is open to providing a month to month service so as not to drop the program without a replacement provider.

Chair Beck asked if there had been any action to appeal to Qwest to reduce the cost of the database. Ms. Graeber replied that they were hoping to go through the tariff, but that portion is bundled in the tariff. She stated that the question is whether they can get the Corporation Commission to unbundle the tariff. Ms. Graeber stated that the concern is that unbundling the tariff could result in Qwest charging whatever they want and costs could increase. She noted that the database and the call platform are the largest expenses—approximately \$14,000 to \$20,000 per month. Ms. Graeber advised that the frequency of updates to the database will be one of the things included in the RFP.

Chair Beck asked if multi-year budget requests were still being submitted. Ms. Graeber replied that they had submitted the FY 2009 budget and have not received any indication from the state that any of the projects requested would not be funded. Chair Beck asked Ms. Graeber if was using the MAG 9-1-1 Five Year Plan to show needs. Ms. Graeber acknowledged that they were. She stated that there are huge changes in technology on the horizon. Chair Beck noted that Ms. Jaeger had mentioned an update of the entire 9-1-1 system. He commented that the costs will be quite high and should be reflected in budget forecasts. Ms. Graeber stated that the MAG 9-1-1 office tries to keep the PSAPs prepared as much as possible for this.

Chair Beck stated that a reevaluation of personnel costs is also needed because the current practice is not realistic if new technology will need to be rolled out. He stated that the State's letter regarding CENS funding showed that there is some flexibility in accessing the 9-1-1 fund.

7. Comments from the Committee

An opportunity will be provided for committee members to present a brief summary of current events. The Oversight Team is not allowed to propose, discuss, deliberate or take action at the meeting on any matter in the summary, unless the specific matter is properly noticed for legal action.

Mr. Fusco expressed condolences to Chair Beck on the loss of Captain in Delaney of the Mesa Fire Department.

8. Topic Suggestions

Topics or issues of interest that the group would like to discuss or present at the next meeting will be requested. No suggestions were noted.

There being no further business, the meeting was adjourned at 2:20 p.m.